Mitel Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: MX-One Provisioning Manager and MX-ONE Service Node Manager, Version 8.1 SP0 HF0, Build 8.1.0.0.9.

Report Date: Feb 2026

Product Description: MX-ONE Provisioning Manager (PM) is the user and extension management application in MX-ONE, providing a single point of entry for managing user and extension data in MX-ONE, MiCollab Advanced Messaging, Mitel CMG, and FMC Provisioning Server. MX-ONE Service Node Manager (SNM) is a management tool that makes it possible to configure the MX-ONE through a Graphical User Interface (GUI). It is also used to create and update configuration files for the IP phones.

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Notes: In this document, PM/SNM is the abbreviated form of Provisioning Manager and Service Node Manager.

Evaluation Methods Used:

The evaluation methods were used by on-line accessibility tool, screen readers and manual testing on Chrome. The on-line accessibility tool is the Google Chrome extension "axe DevTools" and color contrast websites such as https://webaim.org/resources/contrastchecker/. We used JAWS as the screen reader for Chrome on Windows.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)

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Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

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Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially supports	This requirement is partially met. All non-text content that is presented to the user has a text alternative that serves the equivalent purpose. The non-text content that is a control or accepts user input, has a name that describes its purpose, with the exceptions of: • The account icon • The Info icon in User Editing screen • The password visibility icon • The Edit icon for Administrator > Compare • The Edit icon for Security Profile > View • The Close icon for About These will affect users with visual impairment who use assistive technology. This issue will be fixed in the next PI.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no audio or video content in PM/SNM.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	There is no audio or video content in PM/SNM.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	There is no audio or media alternative content in PM/SNM.
1.3.1 Info and Relationships (Level A)	Supports	This requirement is fully met. Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

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Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Supports	This requirement is fully met. When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	Partially supports	This requirement is partially met. Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound, with the exceptions of below: • The account button • The Info button • The expand/collapse button • The password visibility button • The Edit button for Administrator > Compare • The Edit button for Security Profile > View • The Close button for About People who are blind and people who have low vision may not be able to understand instructions if they rely only on a description of the shape and/or location of content. This issue will be fixed in the next PI.
1.4.1 Use of Color (Level A)	Supports	This requirement is fully met. Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A)	Not applicable	There is no audio that plays automatically for more than

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Criteria	Conformance Level	Remarks and Explanations
		3 seconds.
2.1.1 Keyboard (Level A)	Partially supports	This requirement is partially met. All functionality of the content is operable through a keyboard interface, with the exceptions as below: • The "View, Edit, Delete" buttons in User • The "View, Edit, Delete, Copy" buttons in Administrator • The "View, Edit, Delete, Copy" buttons in Security Profile • The list menu of Account • The password visibility button • The content in the Existing Departments • The selection buttons for Departments • The numbers 5/10/20/50 of pages (items per page) • The submenu of Data Management These would affect people who are blind, with low vision or with hand tremors who need to use keyboard for operation. This issue will be fixed in the next PI.
2.1.2 No Keyboard Trap (Level A)	Supports	This requirement is fully met. The focus can be moved to and away from any component and does not cause a keyboard trap.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not applicable	There is no character key shortcut in PM/SNM.
2.2.1 Timing Adjustable (Level A)	Not applicable	There is no character timing adjustment in PM/SNM.
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	There is no moving, blinking, scrolling that (1) starts

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Criteria	Conformance Level	Remarks and Explanations
		automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, or auto-updating information that (1) starts automatically and (2) is presented in parallel with other content in PM/SNM.
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	PM/SNM does not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.
2.4.1 Bypass Blocks (Level A)	Supports	This requirement is fully met. Keyboard users can bypass repeated blocks of content.
2.4.2 Page Titled (Level A)	Supports	This requirement is fully met. PM/SNM provides sufficient titles to describe the topic or purpose with assistive technology, including the login window.
2.4.3 Focus Order (Level A)	Supports	This requirement is fully met. The system menus and submenus could receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A)	Partially supports	This requirement is partially met. Most links provide the purpose and can be determined from the link text alone or from the link text together with its programmatically determined link context. These will affect users with visual impairment who use assistive technology. This issue will be fixed in the next PI.

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Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	This requirement is fully met. All functionalities that use multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	This requirement is fully met. For functionality that can be operated using a single pointer such as dragging the components to a survey, users can abort or undo, and there is no down-event.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	This requirement is fully met. For user interface components with labels that include text or images of text, the name contains the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not applicable	PM/SNM does not support any device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	This requirement is fully met. The default human language can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	This requirement is fully met. When any component receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A)	Supports	This requirement is fully met. Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

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Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A 2.2 only)	Not applicable	There is no content repeated in a set of webpages in PM/SNM.
3.3.1 Error Identification (Level A)	Supports	This requirement is fully met. PM/SNM provides error detections and color alerts on input errors.
3.3.2 Labels or Instructions (Level A)	Supports	This requirement is fully met. Labels or instructions are provided when content requires user input.
3.3.7 Redundant Entry (Level A 2.2 only)	Not applicable	PM/SNM does not apply to redundant entry in any scenarios.
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A)	Partially supports	This requirement is partially met. The name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set in PM/SNM, with the exceptions of: • The account button • The Info button in User Editing screen • The password visibility button • The Edit button for Administrator > Compare • The Edit button for Security Profile > View • The Close button for About • The content in the Existing Departments • The numbers 5/10/20/50 of pages (items per page)

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Criteria	Conformance Level	Remarks and Explanations
		• All "First", "Prev", "Next" and "Last" lack accessibility text. • All checkboxes in the form do not have accessibility text. • All input fields (*textbox*) lack accessibility text. • All dropdowns (*combobox*) lack accessibility text. These will affect users with visual impairment who use assistive technology. This issue will be fixed in the next PI.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no audio or video content in PM/SNM.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no audio or video content in PM/SNM.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Not Applicable	PM/SNM does not have built-in settings for orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially supports	This requirement is partially met. The purpose of some input field collecting information about the user can be programmatically determined, with the exceptions of: • All input fields in User. • All input fields in General except the password fields. This will affect the users with no or low vision who need to use assistive

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Criteria	Conformance Level	Remarks and Explanations
		technology. This issue will be fixed in the next PI.
1.4.3 Contrast (Minimum) (Level AA)	Partially supports	This requirement is partially met. Some text colors against the background color cannot meet the 4.5:1 contrast ratio. This will affect users with vision impairment or color blindness. This issue will be fixed in the next PI.
1.4.4 Resize text (Level AA)	Partially supports	This requirement is partially met. PM/SNM can be resized to 200% without a loss of content of functionality, with the exceptions of: • The buttons on the top right in User. • Quick action dropdown in User. This will affect people with low vision who need to enlarge the screen. This issue will be fixed in the next PI.
1.4.5 Images of Text (Level AA)	Supports	This requirement is fully met. The text is used to convey information rather than images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially supports	This requirement is partially met. PM/SNM UC can be scaled to 400%, and most of the content cannot be presented into one column. This will affect people with low vision who need to enlarge the screen.

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Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially supports	This requirement is partially met. Some graphical objects and UI components against background color cannot meet the 3:1 contrast ratio. This will affect users with vision impairment or color blindness. This issue will be fixed in the next PI.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The content implemented using markup languages supports the space rules and has no loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	This requirement is fully met. Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the pointer or the additional content is dismissable, hoverable or persistent.
2.4.5 Multiple Ways (Level AA)	Not applicable	PM/SNM does not contain a set of software programs to locate.
2.4.6 Headings and Labels (Level AA)	Supports	This requirement is fully met. The headings and labels are clear and descriptive when they are provided.
2.4.7 Focus Visible (Level AA)	Supports	This requirement is fully met. The keyboard focus is always available when a UI component is operated.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. PM/SNM ensures when an item gets keyboard focus, it is at least partially visible.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	This requirement is fully met. The functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging.

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Criteria	Conformance Level	Remarks and Explanations
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. The sizes of the targets for pointer inputs are at least 24 by 24 CSS pixels.
3.1.2 Language of Parts (Level AA)	Not applicable	PM/SNM does not have passages or phrases in different languages.
3.2.3 Consistent Navigation (Level AA)	Supports	This requirement is fully met. PM/SNM has a consistent navigation mechanism.
3.2.4 Consistent Identification (Level AA)	Supports	This requirement is fully met. The components of PM/SNM are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	This requirement is fully met. The system provides error suggestions when an input error occurs in the input field.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Use of PM/SNM does not inherently cause legal commitments or financial transactions to occur.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. PM/SNM does not make people solve, recall, or transcribe something to log in.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially supports	This requirement is partially met. Most of the status messages (alerts) cannot be presented/announced by screen readers. The screen reader only announces "Alert", but cannot announce the contents. This will affect the users with no or low vision who need to use assistive technology.

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Criteria	Conformance Level	Remarks and Explanations
		This issue will be fixed in the next PI.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

Legal Disclaimer

This Mitel Accessibility Conformance Report provides details of the accessibility features of PM/SNM Web Client, Version 8.1 SP0 HF0, Build 8.1.0.0.9 as of February 2026. This document is provided "AS IS" for informational purposes only, and does not constitute legal advice, nor is it intended to represent a certification for compliance. The information reflects the product as of the date of this report and covers all previous versions and is subject to change without notice. Updates will be made available in the same way as this one. No liability is assumed for the accuracy of this document, or the decisions made based on its content.

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